



Department of Property & Procurement

Government of the United States Virgin Islands

3274 ESTATE RICHMOND, CHRISTIANSTED, U. S. VIRGIN ISLANDS 00820

8201 SUB BASE, SUITE 4, ST. THOMAS, U. S. VIRGIN ISLANDS 00802

ST. CROIX MAIN OFFICE: 340.773.1561 | ST. THOMAS MAIN OFFICE: 340.774.0828

ST. CROIX FAX: 340.773.0986 | ST. THOMAS FAX: 340.777.9587

[HTTP://DPP.VI.GOV](http://DPP.VI.GOV)



December 1, 2016

AMENDMENT #1 RFP-002-2017 (P) Qualified firm (s) or individual (s) for Learning Management System for the Government of the Virgin Islands

INSERT: *Questions and Answers*

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED

BIDDERS MUST ACKNOWLEDGE RECEIPT OF THIS AMENDMENT WITH THEIR BID PROPOSAL.

QUESTIONS & ANSWERS:

Question 1: The cost requirement section mentions that the LMS must provide a Strategic Planning Consultant. Can you please clarify what duties will be performed by this resource?

Response: The LMS vendor's internal Strategic Planning Consultant will provide GVI DOP with personalized support for the successful implementation of the LMS. The consultant will assist GVI DOP in the development of an implementation plan, development of a marketing and communication strategy for the roll-out of the LMS, training and on-boarding for the LMS administrators and users, and other related support for account set-up/pre-launch. They will serve as a liaison between GVI DOP and the LMS vendor, ensuring excellent customer service and client satisfaction.

Question 2: What amount of time will be needed for this resource to be available to the USVI?

Response: This will depend greatly on the length of the LMS implementation timeline, which will be developed by the LMS vendor-provided consultant and GVI DOP.

Question 3: The technical requirements request a cloud service or SaaS. If this is the case, why are your requirements for server software included?

Response: Those were included for vendors who do not use cloud service.

Question 4: Please provide more information on what ERP system will be accessing the information of the LMS solution and what information is required.

Response: We may choose to use the data migration function on the Tyler-Munis ERP system.

Question 5: What Course building tools will you use? Ie Lectora, Captivate

Response: We will most likely use Articulate, Adobe Captivate, or Lectora; however, we are open to suggestions.

Question 6: Do you need help building course content? What kind of training do you need? Is it only E training or do you need the LMS to Support livetraining.

Response: We only need e-training. However, the LMS should be able to support administration of classroom training: registration – including waitlist management, tracking of classroom training completion, etc...

Question 7: What level of Support do you need? 40 hours per week admin onsite or phone and e Support.

Response: We expect heavy support in the initial implementation phase, and then we would expect most of our ongoing support to be via phone and chat.

Question 8: Do you need Pricing for unlimited access for 8000 users per year?

Response: Yes, we need pricing for 1000 users and 8000 users.

Question 9: How many people/agencies/departments do you envision will be building course content?

Response: We currently have over 30 agencies and expect that most will eventually begin designing agency-specific training. Initially, most of the training content will be created at DOP.

Question 10: Do you require assistance building content on a regular basis for all agencies/departments?

Response: No.

Question 11: Will the LMS assign content based on someone's position? How will it be based?

Response: We envision the LMS to assign content based on criteria determined by GVI, Managers and HR Managers.

Question 12: "Provide additional support for users". Do you mean end users or content/course builders or all the above?

Response: All of the above.

Question 13: Does the strategic planning consultant need to be local to each island or can be remote?

Response: They can be remote.

Question 14: Would you need 40 hours a week or something less in terms of man hours for the strategic consultant.

Response: Less than 40 hours a week.

Question 15: How many people from the government side would have daily interactions with the strategic planning consultant?

Response: We are anticipating three at this time.

Question 16: Please list all applications the LMS would need to connect to.

Response: At this time, we believe the LMS may need to connect to the ERP system - Tyler's Munis.